

**PROGRAM & POLICY ANALYST-ADVANCED  
ASSESSMENT COORDINATOR  
POSITION SUMMARY**

The Assessment Coordinator Specialist position has become a critical member of Wisconsin's Central Office Job Service staff. The DET Job Service agency works to promote economic and workforce development, employment and training, and career development. Primary responsibilities for this back office centered position includes the provision of high quality customer service such as Asset Skills training, job search assistance, career placement, career development, retention, and career advancement to a variety of underemployed and unemployed jobseekers and career-changing workers. Other responsibilities include program development and coordination, program outreach, communication, problem solving, and innovation. Revising, upgrading, and implementing new assessment tools/products to be better utilized by the agency as a whole.

The position serves under the general supervision of the DET- Job Service Section Chief. The position is located at the Madison, Wisconsin Central Office and will provide services to various local offices across the state in addition to partnering agencies. It is also expected that the candidate will provide office support to a variety of programs supported by internal and external customers within and outside DET-JS. Services are provided to both small and large group like settings, constantly exploring new technologies and new service delivery strategies. This position is expected to learn, grow, and adapt as these new methodologies are implemented. Examples include: Research, selection, and piloting assessment tools used by the agency. The candidate may support various disciplines within the office to include the call center, business services, and various testing of current systems that exist to include the WYSE devices UAT testing as appropriate, use of assessment mediums to be used across the state of Wisconsin.

**GOALS AND WORKER ACTIVITIES**

- |     |  |
|-----|--|
| 40% | <ul style="list-style-type: none"><li>A. Provide oversight in analyzing, planning, and program and policy development for multiple initiatives in the Job Service Bureau.</li><li>A1. Conduct complex analyses to identify and evaluate improvements to the Job Center of Wisconsin.</li><li>A2. Consult with and advise leadership on program-related issues.</li><li>A3. Ensure that Job Service initiatives are in accordance with the Division and Agency Strategic plans.</li><li>A4. Conduct group and individual presentations to provide information on employer services currently being offered through JobCenterofWisconsin.com and other DWD technologies.</li><li>A5. Provide leadership in working with Wisconsin's workforce development areas in using the tools and training provided by DWD and WDBs to understand core competencies and knowledge, skills and ability needs, and qualifications of employers.</li><li>A6. Participate in strategic planning meetings for the Bureau.</li><li>A7. Lead workgroups, ad-hoc committees, and other group formats for research and planning, policy and service enhancements.</li><li>A8. Research and evaluate the need for enhancements to current JS programs and procedures.</li><li>A9. Assist in developing business requirements for new systems and initiatives.</li><li>A10. Analyze policy and procedural barriers to program implementation and recommend alternative courses of action.</li><li>A11. Research questions, direct special studies, and participate on JS projects as assigned.</li></ul> |
|-----|--|

- 15%
- B. Analyze state and federal legislation, regulations, policy, and procedures, especially as they relate to workforce development issues.
  - B1. Prepare recommendations to program management, based on analysis of laws, regulations, and existing policy.
  - B2. Develop and implement procedural changes in response to analysis.
  - B3. Provide training and assistance to staff for new procedures.
  - B4. Document all interpretations and changes.
- 30%
- C. Provide guidance and support with Job Service Career Assessment tools.
  - C1. Work closely with vendors to troubleshoot areas of concern.
  - C2. Work on cleaning up out dated accounts.
  - C3. Constituent Tracking – Manage constituent contact summaries on a centralized document used by the central office staff.
  - C4. Develop training on JS Assessment tools.
  - C5. Create and set up cooperation agreements with other agencies in the use of Job Service Assessment tools.
  - C6. Interact with Job Service Career Counselors and other partners to facilitate career assessment services for customers.
  - C7. Plan and develop career development programs for customers, including access to career related information and counseling services.
  - C8. Become familiar with and assist customers in accessing local training programs, including WIA/WIOA provided training services, technical college programs, WIA/WIOA eligible training providers, and other training opportunities.
  - C9. Facilitate customer understanding of and interaction with career pathways, career ladders, and lifelong learning.
  - C10. Help customers understand career values, awareness, decision making process, and connecting career development with job search and interviewing skills.
  - C11. Assist in the administration of standardized tests and career assessment tools.
  - C12. Document the provision of all reportable services and other required customer data in a timely manner and in accordance with the terms and conditions of relevant grants, contracts, partnership agreements, and automated systems.
  - C13. Maintain program documentation relating to the supported applications being used and stores such information on SharePoint and/or the shared drive assessable by JS employees.
  - C14. Record, maintain, and utilize a comprehensive database of general program information.
  - C15. Input, monitor, manipulate, and track data from various sources to include: RES/REG, JS Call Center, WDA weekly reports, Social Media (tracking and postings), fulfilling E-mail blasts request from Job Centers.
  - C16. Support Soft Skill assessment tools review and research of all available tools and resources that can serve as an advantage for the employees of Wisconsin.

15%

- D. Provision of testing of proposed new applications conducive to DET Job Service
- D1. Perform adequate testing on potential new asset testing applications and present the appropriate services. Determine program eligibility, and provide accurate, helpful information to facilitate internal and external agency access as needed.
  - D2. Plan, implement and evaluate group and individual training of new applications necessary to prepare the constituents of Wisconsin with job search/employability development services connected with specific program responsibilities. Examples include, program eligibility determination, employability assessment, employment training /planning, job search assistance, job seeking skills instruction, and labor market education.
  - D3. Administer and/or assist in the utilization of career assessment and development tools (such as Career Locker, Career Cruising, Keytrain, WorkNet and WisCareers, etc), testing programs (such as ability profiler), and other tools designed to help with career planning, referral to appropriate training, and quality matches to employment opportunities.
  - D4. Develop curriculum and provide instruction to individuals and/or small groups of professionals in classroom (workshop) setting.
  - D5. Monitor the progress and needs of the clients in relationship to vocational and education training. Other responsibilities may include developing and monitoring employment or training sites, facilitating job postings on the JCW sponsored website and other networking opportunities, etc.
  - D6. Develop and deliver curriculum and other training and assistance related to web based job search tools, career development, life skills, job readiness skills, and other employment and training related tools.
  - D7. Provide employment support to employees, including guidance, mentorship, coaching, and followup.
  - D8. Test new software for errors.
  - D9. Provide suggestions for changes to the software.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- ♦ The ability to work independently with internal and external customers in an effort to select the best assessment tools to be used by multiple partner agencies effectively.
- ♦ Able to coordinate with other entities in order to successfully test, select, and pilot potential applications that can be used to improved.
- ♦ Knowledge of and experience using computers and commercial software (both custom developed programs and commercial packages) and the internet.
- ♦ Ability to work cooperatively with co-workers as part of an office team to coordinate and network with other agencies, and to interact professionally.
- ♦ Knowledge of methods to provide office support, tracking and reporting functions.
- ♦ Ability to get along with diverse populations including persons with different ethnic or socio-economic backgrounds and persons with disabilities.
- ♦ Ability to work in a multi-agency Job Center environment in a cooperative and productive manner.
- ♦ Knowledge of effective oral and written communication skills.
- ♦ Knowledge of skills, ability and knowledge required for a variety of occupations.
- ♦ Ability to interpret detailed information.
- ♦ Knowledge of record keeping and record management techniques.
- ♦ Knowledge of and experience with marketing methods and techniques.
- ♦ Ability to adapt and respond quickly to change.
- ♦ Knowledge and ability to use problem-solving techniques.
- ♦ Organizational skills
- ♦ Time Management skills